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## COMMENTS ON OTHER CITY SERVICES

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- I have lived in my house for 36 years and I have watched the City of Detroit deteriorate. I am appalled that in the past 23 years no one has said enough is enough. My neighborhood is changing drastically and we will be moving within the year. We have stayed in Detroit in the hope that our local leadership would care enough to turn things around. It hasn't happened, and I don't see it happening with the leadership available in this election. I say shame on our Mayors and City Council members.
- There are three crack houses on the block and prostitutes walking up and down the block. Does this sound like a nice place to raise a child or a place you would like to live? It's sad to realize that the neighborhood is getting worse instead of getting better each day. The houses, the people, the attitude, are all getting worse.
- Public lighting improvements are needed in the Warrendale Community. The side streets that line Paul Street have little or no lighting. Also, we have had many water main breaks along the 600 block of Dayton Road in the past year. After the last break, the City left barricades and tape up for more than two months at the corner of Dayton and Auburn. My compliments to the Warrendale Patrol that we often see patrolling up and down the neighborhood roads. I also want to say a big thank you for the terrific job that the City's trash collection service is doing. Bulk garbage days rarely find any of us cleaning up left over debris. You have a great collection crew in the Warrendale Community.
- The City of Detroit needs to get the YMCA and YWCA back in the City. Why did the City turn them into halfway houses? When we were kids we enjoyed them because they provided a lot of recreation for us. I think the kids need something like the YMCA and YWCA in their life. Everything old is not always bad.
- This new age that we're in calls for a new Mayor with political savvy and a professional approach to lead the City. It is a time for someone with a soft voice but firm convictions. I suspect you know who I mean for our next Mayor.
- My advice is just do the best you can, with what you've got.
- In my view, City services are very good, or at the very least, good. However, the people the City serves are detestable. They live like heathens, setting a poor example for their children. Their actions indicate that they do not respect themselves, and yet they demand respect from others.
- We have a good city, although we need more affordable housing with rent control. Thank you.
- Detroit City Council and the Mayor need to work together more closely.
- I don't think the school system is very good. My child will not go to a Detroit Public School. Sorry, I've lived here all my life and it's just gone down hill. I'll admit it is a little better than it was, but not much.
- It's a shame how the City of Detroit does not hire it's people. The tests that the City gives potential new employees are too difficult for most residents, even if they have a couple of years of college. Also, the people that you do have working for the City do not know how to speak to people.
- Loud noise at all times of the day and excessive traffic is rampant on our block. No one seems to care.

- Although taxes are high, our neighborhood streets were never cleared of snow last winter, and now they're in such bad shape we can barely drive down them. Where are our tax dollars going?
- Poor living conditions are not solely the result of City services. Behavior of the citizenry as reflected by loud noise, trash, poor home maintenance, general disregard for others, shooting of guns, and hazardous driving are also contributing factors.
- I am 84-years old and have lived in the same house for 47 years. I'm ashamed to tell anybody where I live, so I say Redford or Livonia when asked. I do all my own work plus I care for the empty lot next door. Renters could care less about maintaining the property they rent. Since laws are not enforced, I detest our police particularly the Sixteenth precinct. God Bless all.
- I am a retired 82-year old man living alone.
- High auto insurance rates alone should tell you why no one wants to live here. Although my taxes are high, snowfall has to be six inches or more for removal to take place, and then the snowplows only provide a single lane. Give me a break, I can't wait to move. Signed, a very disappointed resident.
- I have been robbed at gunpoint and assaulted. The police officer that took the report fell asleep in a chair in my living room waiting for the evidence technicians and a supervisor to arrive. There is a general feeling of apathy throughout the City. No one seems to care that everything is falling apart. Officers to supervisors need to work while on the job, and not just put their time in and collect their paychecks without really working. The City is dying and no one cares!
- It is very discouraging to keep up my property when City services continue to decline. All City streets should get plowed after snowfalls, just like in Cleveland. Also, based on my personal contacts, the City has (except for police and fire) rude employees and the phones take too long to get answered. Don't ask me to volunteer when City workers are so lax.
- Vacant houses which the owners can't, or won't sell, should be bought from the owners at 10% of the State equalized value and torn down. Before being razed, each house could be put on the market by the City to sell at 10% of the State equalized value. City tax money could then be allocated to keep vacant lots clean of debris. The same could be done with vacant commercial buildings.
- This is an example of how stupid Detroit is. Do you really think I'll make comments on this sheet so everyone could read it? Where's the confidentiality!
- Service in the North Central area of Detroit is very bad.
- I can't do a lot of things because I don't have a car, plus I am a senior citizen.
- God Bless America.
- Some City problems include buildings that are falling down, poor bus service (you can't depend on the printed schedules), and trees that need to be cut down.
- I will be leaving soon. Detroit is not a good place to live.

- I pray that this survey is not a waste of my time. The black neighborhoods are ignored due to lack of income or age.
- Hope I helped.
- Drugs have taken over our neighborhood. Neighbors constantly call and complain but get no action. The police claim there's nothing there. I live in a Drug Free Zone and yet fear for school age children passing the crack houses. Rental property is not inspected like it should be and slum landlords are on the increase.
- The State of Michigan owns this neighborhood and there is redlining practiced by insurance companies here in Detroit. Someone broke into my house three times and I was fully covered at all times with basic insurance.
- The City needs a lot of improvement in the areas of safety and health.
- 1) We need more police to work in the area of wiping out drug dealers to better our communities. Although there is often no actual selling from homes, there are many young people in new cars with many cell phones, indicating a network of dealers. It's unnerving. We need a better war on drugs, users, and sellers. 2) When I first moved to this neighborhood, it was beautiful and tree lined. Dutch Elm disease wiped out the trees. Where are the replacements? 3) More police visibility is necessary in our communities. I believe it will help prevent crime.
- As a new resident and a City employee, I am disgusted. Taxes are ill-spent and the bureaucracy makes it impossible for City departments to get even the most basic tools. The parks and streets are in total disrepair, and if it weren't for dedicated crews like mine, the City would have even more lawsuits on its hands. I will be leaving Detroit as soon as I can find a new job.
- If you never had a fire or a need for the services of these other City departments, it's difficult to give an answer. Therefore, I just marked don't know for certain questions. Yet I love Detroit, regardless of its delivery of services. As citizens of the City, we can do a lot to assist in keeping our streets and our own yards clean.
- I wish that there were more affordable housing for us single mothers, who make only six dollars an hour. It's difficult for single mothers to hold a job because they have to take care of their children.
- I hope to see improvement within the City. I will do my best to help keep up the good work.
- I think that there have been a lot of improvements in our City. However, one thing we must not forget is our neighborhoods by empowering people to take pride in the City and to be the one to take pride and be the one to make a difference. Also, bring back the bible saying love thy neighbor as thyself. I would also like to see more resources put into the community.
- I'm about to move to a new neighborhood, which will change a lot of things about my neighborhood. The Wayne State/ Northern Cass corridor area has a lot going for it. My biggest complaint is that Detroit needs more walkable communities. Parks help this, but transportation and small businesses are really the key. The buses aren't reliable enough even though one-third to one-half of the people don't have cars. Thanks for the survey.

- I did not know that a lot of the City programs mentioned in the survey existed. There is little community awareness of a lot of things questioned about in the survey. We don't even have a mini-station or local office to retrieve this information, which should be public knowledge. Thanks for allowing me to share my opinion.
- Our wonderful Mayor Dennis Archer and his lovely family have made me proud to be a citizen of Detroit for so many years. I love him and his family very much. I hate to see him leave all the wonderful works he has put in place for our citizens. God bless and love to Mayor Archer and his family.
- Please, someone read this. I love this City! I have traveled extensively (worldwide), and here are several things I think would help. 1. The racial make-up of police should reflect the make-up of the City – there are too many “cowboys” on the force. 2. All officers should be Detroit residents and graduates of Detroit high schools. 3. All officers should have mandatory and ongoing police athletic league participation, and not just once or twice during their careers. 4. City Council should adopt laws that make it impossible to own abandoned buildings. Use it or lose it – check Berlin, Germany for reference. 5. The City should donate more monies to culture – look at what “Detroit Techno” and the D.E.M.F did for the City. The Heidelberg Project and that sorry Motown Museum need help. Be open to these people and their ideas. 6. The City must develop mass transportation such as subways, monorails, train, etc. How can this be a world-class city without a developed downtown and when a suburbanite from Novi can get downtown to a Tiger game faster than a citizen from Seven Mile and Livernois? Be for real! 7. What is going on with City athletic programs? Northwestern baseball field has some of the best players in the State, but the kids can't find the ball in the outfield because the grass is too high, or field a ground ball properly because the infield is as hard as concrete. Consequently, the pro scouts haven't gone down there since the white flight. Our kids lose again. When are we gonna get it together?
- I believe more jobs should be created for the maintenance of the City's parks and recreation centers. The future of Detroit is it's youth. We need to invest heavily in our youth to direct their paths and direct them in the right way. We need to make them feel valued and important, so they can be the best that they can be. Detroit's future is dependent on its youth.
- Since we are elderly, we don't use various City services, such as parks or recreation centers, very much these days.
- Persons in prison should help keep our streets and parks clean. They should also learn a trade in order to enable them to take better care of themselves.
- I believe in this City with all my heart. It has come a long way in the past six years. I personally believe the Police Department should start enforcing the litter laws already on the books. Also, the curfew ordinance should be enforced all year not just during the week of Halloween. Self-respect and pride, which made Detroit such a wonderful place to live in the past, are lacking in current times.
- When I moved into this neighborhood in 1967, the park near my home was cut every two weeks, and now it is cut only once every two months. The park also had a swing, slide board, and sand box for the children to use, but the City removed all of them. Yet, my taxes are going up each year.

- There should be a fine for anyone whose car is stopped in the middle of the road, if they don't try to push it to the side. This is dangerous and shows no compassion for fellow drivers.
- The City should undertake an aggressive program, beginning in school, to keep trash off the streets and restore Detroit's appearance to its former beauty. Also, eliminate advertising signs on telephone poles and City property. The one-day cleanup in the spring doesn't last a year. Also, eliminate "do nothing" office workers, who are the problem and not the solution, with their "can't do" attitude instead of a let's work it out approach.
- The quality of life in Detroit and its services vary from neighborhood to neighborhood. Depending on the area of the City, some of my answers may change. I enjoy my neighborhood and the area of Detroit where I live.
- In the 1970's, the sanitation workers would pickup garbage by hand. They would sweep where it was needed. Today, the sanitation workers will make a mess and leave it for the homeowner to clean up. Parks need to be just like those in Southfield. We need workers that take pride in making Detroit better. We need to look at the big picture, when it comes to the City of Detroit. Give more fines to store owners who don't clean around their store or place of business and fines for lack of snow removal on sidewalks. The Recreation Department needs more funds to cut trees and remove diseased trees. Workers at neighborhood parks need to take more pride in the services they provide. It's how you perform and not just doing any old thing to say the job is done.
- The Finance Department really needs an audit and an overhaul. The City needs to hire people who know what to do to improve services and make the most of the dollars that are collected.
- Police protection is only good for the black people, if you are white there is no justice. That's why I'm leaving the City. My children received nothing from public schools, no recreation, and no nice parks. Last year, I filed a report for getting beat up by four black people. The Detroit investigator did nothing for me. Also, my son tried to become a police officer, but was turned down. What did this City do for my family – nothing, except call me for jury duty.
- Detroit police officers set a horrible example. They blatantly run red lights and firefighters are no better. We use Wayne State Police for everything, because we feel the Detroit Police Department is poorly run, with low regard for our City and with terrible leadership and morale. I simply do not trust Detroit's leadership.
- I filled out this survey because I am so dissatisfied with the City of Detroit. After living here for over 47 years, we are looking to move out of it. We've stayed too long with little or no improvement of housing, services, or rebuilding of a tax base.
- People have outside or car music on too loud and too late (after 11 p.m.), and loud parties. Police don't care. We come home before dark and set the alarms on both cars and stay inside our house. We would move in a heartbeat if we could. The stores along Joy Road are awful and should come down. We have a vacant house next door that has been reported to the City, but nothing has been done.
- I have seen marked improvement in the appearance of many areas in the past 16 years.

- I think having a survey like this is good, if everybody chips in and gives their opinions about things that they really know about. Thanks.
- I love this City! I've lived here all of my life. For a while, I was able to live in other parts of the country, and all the while, I longed for the "BIG D". Nowhere in this great country was the feeling the same. Detroit is home, hearth, and family. Detroit is the best city in America.
- I am returning this survey without answering the questions because I am 103 years old and housebound. I do not feel that I can answer them honestly and accurately. However, I feel that it is an excellent survey and will truly profile how residents feel about our City. Sorry I cannot be of help.
- City workers do an admirable job. The trouble is with management, who does not know how to do the job, what is expected of them, or how to manage people. There should be a management training program. We should expect the same sort of efficiency that industry expects from their management.
- City programs - do they exist? I haven't heard of any in my area. Streets are filthy with glass, garbage, and litter. I wouldn't mind volunteering, but why do I pay taxes? Bulk pickups: they are very haphazard, leaving garbage in the street and picking up only what workers feel like. Traffic lights: I never saw burned out traffic lights until I moved to Detroit. My block club (Franklin Park) is preparing a letter to complain about the sixth precinct (Plymouth). So many drug deals going on in the open, but the sixth precinct police do nothing.
- The survey was very simple to understand.
- Over the years, I've seen some improvements, but overall it hasn't been very much or very good.
- The City raised property taxes, but I don't ever see any improvements regarding City services. The sewers have never been cleaned out and there are no improvements in our parks and recreation centers.
- There is a house across the street that was burned out over five years ago and was never torn down. I pay taxes every year and get nothing for my money. There are drug dealers and streetwalkers all up and down Fort Street. This City is poorly managed.
- The City of Detroit is a good city. However, as with any city, we have problems in my neighborhood, including the streetlights, which are a "big problem" because they are always out. Also, too many females are being robbed at bus stops. We are more willing to cooperate with you than you think.
- City workers should get proper working apparatus, so that they are able to deliver quality and proper services to various areas of the City. They should also receive their contracts and raises on a timely basis. Services should not be given out to price gouging contractors. Take all that money to fix the City's equipment and to pay City workers. That's the right thing to do. Invest in my City and yours' and stop privatizing.

- I'm very disappointed by the fact that Detroit is completely operated by corrupt politicians and cops. There is no positive financial base or structure for black people here. Detroit pays the highest taxes while in return we receive the worst of services and treatment. The totally anti-black policies and decisions make life in Detroit pure hell for black people. I am willing to make Detroit better but what's the use. I am out of here A.S.A.P.
- In my opinion, everything is in much need of improvement, especially in the outskirts of the downtown area. The bulk pickup needs much improvement. The people who cut the lots should slow down and give the mowers a chance to cut, and not just knock the grass and weeds down. I didn't volunteer, but I do help maintain the lot at 13586 Steel and the street around me.
- Too many of our policemen do not seem to have any idea about public relations. They often will speak in threatening and confrontational voices, when it's not necessary. There is too much giggling, laughter, and conversation in the work place of our City offices.
- There are too many stray dogs between Schaefer and Outer Drive. I would hate to shoot someone's dog. The dog pound should pick them all up. The City should also trim most of the trees around telephone lines and power lines. Every side street ought to be plowed at least once a week to prevent the large build up of snow and ice in the wintertime.
- Detroit needs to have a vital downtown for Detroiters. We have enough casinos. Detroit needs shops for clothing and household goods; in other words the "Old-time Detroit", when it was a pleasure to go downtown. The main drag of downtown is that it's scary with vagrants sleeping on benches and the many wig shops. I haven't been downtown since 1984, when I went to the Penobscot Building.
- Before I volunteer, I would like to know how my tax dollars are being used. City services should be covered by the taxes that I pay. I'm not going to pay and do the work too.
- In our extensive dealings with various departments at City hall, we are becoming more dumbfounded by the lack of customer care exhibited by City employees. Because of this prevailing attitude, it was no shock to see the census numbers, indicating a continued exodus from the City.
- Senior citizens could and will work cleaning the City that they live in. When things get too heavy for them, groups of A.D.C. mothers and fathers could move the heavier things. These people are idle with nothing to do.
- Keep up the good work.
- Why should I volunteer when people are getting paid good money to do those things?
- A "poor" answer choice was needed on the survey form. Some City services are done, but done poorly. Streetlights cannot be maintained because hoodlums break them on a regular basis. Why are some streetlights so much brighter (casting more light) than the ones in the neighborhood? The attitude of some of the lady bus drivers needs improvement. I have noticed that they will pass you up in a heartbeat, acting as though where you are standing is not a regular stop. Can a team be assigned to put the signs back up so that there is no excuse? I needed an entire page for comments.

- I know that the City would never be able to provide services that please everyone, so just keep up the hard work. Do the best that you can, using all the resources that you have available to use. I know it's not always easy. It's better to try and fail, than to not try and fail.
- I feel more work should be done to restore City parks so children have somewhere to go and play and meet friends. The City should develop a mandate for business owners to keep surrounding areas clean and free of debris. Homeowners should also be fined if they do not keep their property clean. I was born in Detroit, my father retired from the DPW. I love Detroit, no matter what anyone says, there is no other City I would rather live in.
- City sewer service is poor. After heavy rainfalls there is always standing water on the streets. I've had problems with water backing up in my basement, which I believe results from City lines being full and in need of cleaning.
- 1. I cannot find anywhere in the City with smooth asphalt for roller blading, so I have to go to suburban parks. 2. I've seen running water for days and weeks from a ruptured pipe. 3. It is disheartening to see people that were dedicated and stayed in the City, get uprooted, and their homes replaced with homes that they (and others) can't afford.
- 1. The City has too many incompetent people at the top. 2. Departments are not goal orientated, nor problem-solvers. 3. At least three of the six departments mentioned in the survey can be privatized and operated at a lower operating cost. 4. The City has too many complainers, and as a result, no one can proactively resolve complex and frequent problems. 5. All City units have extremely poor planning and management.
- Please note that for over 20 years, I have served on CDCs as a board member, treasurer and chairman. Therefore, I worked close with all of the City departments. Based on my survey responses, you will see I haven't had much luck getting things done.
- People can do a lot to maintain neighborhoods. The pride of the people is necessary to supplement basic City services. The high crime, abandoned buildings, rubble strewn lots, and the lack of lighting, seem to stifle pride in too many instances. Provide basic services and catalytic pride will follow.
- I am looking and praying to leave the City of Detroit. I would enjoy coming home to quietness and clean surroundings, driving down a street that doesn't have large potholes, and a place which repairs traffic lights within hours, not days. This City leaves a lot to be desired. I want to live in Grosse Pointe or Harper Woods, where the neighborhoods are quiet, the streets are paved, and the environment is clean. Detroit has too many excuses.
- Living in Detroit is like living in a communist nation; we don't have many choices. We have to put up with a Police Department that doesn't want to be bothered. Just pay their salaries and the lawsuits that result from their lack of concern. Detroit is a major city with no mass transportation. We have Comcast shoved down our throats and their service is terrible but they don't care because who else do we have. We have to share our neighborhoods with criminals because our jails are full of the mentally ill; where else are we going to put them?
- Answers to some of the questions depend on the time of day, and whether day or night.



- My husband keeps the median on Chicago Boulevard, near our home, clean. He's out there most days. If residents would assist in cleaning the street, especially near their own home, our City could be much cleaner. Our experience was apathy and seeming irritation (for what was perceived as minor) by the responding officers.
- The quality of life has gone down, taxes have gone up, and drugs are everywhere!
- I am a senior citizen. I do not use public transportation or public parks.
- I am too old to take on any responsibility.
- My residence is near Wayne State University (WSU) and the Cultural Center. Therefore, police (13<sup>th</sup> Precinct and WSU public safety officers) protection is very good. Streetlighting on Second Avenue is often out. Traffic signs at Forest and Woodward barely allow pedestrians to get halfway across before the stop sign starts blinking. There's a tree stump needing removal (for one year) on the median near Federal Mogul and the WSU Library storage building on Prentis and Cass Avenue. Please remove. The City put up a Prentis Street sign, which was quickly stolen. The area is livable but plain. Downtown could use a modern center with stores such as Sears and Penneys.
- The vacant house demolition program needs to be stepped up and completed. There is a vacant house at 19344 Hull, which is an eyesore. It is an open building and former drug house that has been vacant for a number of years. It has been on the demolition list twice and yet is still standing. The vacant house problem should have been corrected a long time ago. Perhaps, the monthly residential bulk pickup should be returned to the alleys if pickup is not done weekly, or increase ticketing with additional judges. Public lighting is only adequate. The new fixtures do not provide the amount of light that the old fixtures did. Perhaps, more care should be taken when purchasing lighting fixtures.
- Detroit must clean up its Police Department, begin to educate its children properly, and address an already crumbled infrastructure. Unless this is done post haste, the City will lose population to the extent that a meaningful recovery will never be possible. (How many times have you heard this?)
- We have a two-family flat on this street a few doors over, which the City owns and that someone is paying taxes on. For four years they haven't cut the grass and weeds. It really degrades the area, and if anyone other than the City owned the place, they would be ticketed. I think this is very unfair on the City's part, especially to taxpayers over 50-years old.
- Clean up Southwest Detroit like Lincoln Park and other suburbs. Pave our unpaved streets and put in curbs, plant trees, and open flood pumps when it rains so we won't be flooded out again. Sweep our streets regularly, keep our streetlights burning, check the crack houses, and clean up the dope problem in our City. Very truly yours, a World War II honorably discharged veteran.
- The streets need repair. When you call the City, you get a voice mail. No one ever returns your call. When someone came out all they did was patch, and now there is more water buildup in front of my house then there was prior to the repair. Some streets are so bad you can't travel on them. Some streets in this area have had major repairs. However, it has been over thirty years, since some streets had any major repairs.

- Neighborhood conditions are disgraceful. The roads are unkempt and dirty, empty lots are unkempt, and there is too much dumping of garbage, old cars, and tires. Road restrictions on Oakwood are not enforced. It looks as if the City does not care. Police presence is nonexistent. I live in an area off Oakwood and Schaefer/Fort.
- Residential and city roads and curbs need to be replaced, including widening for parking double lane access on roads, such as Fenkle and Evergreen. Roads with gaping potholes need to be repaved, not just patched. Salt and the snow plows without guards compound the situation. We need to do something different. Lights need to be timed a lot better to increase traffic flow. Signs are missing and there are many unmarked intersections. The community would be willing to help I'm sure, if assistance was provided. Buses need to be more dependable and the times clearly marked, such as at fifteen minute intervals. Maybe a metro, or a better system, should be considered to link the suburbs to the City. We need more trashcans everywhere. Parks need better grass and upkeep. We don't need more traffic tickets, we need better police training. Belle Isle has a rare animal on it found nowhere else in the world. Belle Isle should be declared a National Preserve. Throwing money at problems won't help. Money is already wasted and I'm sure misappropriated or stolen via incompetent contractors. My answer is competition and community awareness. Detroit has much potential but the problems, I assure you, are very deep and will not be easily solved. Problem solving can and must take the social and cultural needs of the community into consideration.
- The City of Detroit needs to make the purchase of vacant houses and lots more available and more easily accessible to the general public. Also, make more funds available to low-income individuals desiring to take over and restore these properties as their own personal residences.
- The City needs to address the vacant cars parked on the streets, the rats and dogs running loose in the neighborhood, teenagers hanging out all hours of the night, kids not attending school, and the loud music.
- It doesn't look like the City employees that work at grass cutting and for the Water Department are well supervised. I see six in a truck but only two doing some work. The same is true for tree trimmers. Also, the employees who work in the offices are much more courteous than they used to be. Supervisors should not come from the ranks because there may be too much friendship with subordinates.
- The DOT has to be better, please! Police need to realize that everyone is not doing wrong or wanting to hurt them so they need to ease up. Since there's a lot of vacant houses in our City give them to the families who need them, like me, and not to the greedy who exploit the poor. I'm paying almost \$500 for a shack, the City just tore down a house which was better than the one I am renting.
- My street is constantly being patched on top of patching. It looks horrible and feels uncomfortable to ride on (Renfrew Road from Seven Mile to Pembroke). However, the others services I use are fine.
- I feel the quality and skills of personnel in charge of City departments are not aligned with their commitment to do a quality job. The employees under them reflect this attitude. They have little commitment to serve the community in a quality fashion.